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Health Care Council



24 Mar 2015, 0800-0930

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Agenda

- ***McChord Medical Clinic***
- ***McChord Dental Clinic***
- ***62 MDS (Airman's Clinic)***
- ***United Healthcare Military & Veterans***
- ***Open Forum***

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McChord Medical Clinic



***Anthony Munoz, CIV, USARMY MEDCOM
MAMC (US)***

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McChord Medical Clinic



- ***MMC Clinic Updates***
- ***Pharmacy Updates***
- ***Help us help you***

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McChord Medical Clinic



■ General Clinic Updates

■ Reminders:

- Clinic & Pharmacy closed at noon 2nd Thursday of month for training
- Next Training Day: **9 APRIL**

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- **Clinic Updates Patient Centered Medical Home**
 - **Primary Care Enrollment: FY 15 Goal 9000**
 - **Current: 8879**
 - **1028Tplus**
 - **Primary Care Providers: 4 FM and 2.5 Peds**

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■ **Clinic Updates**

■ **Family Medicine**

- **Dr. Morris' retirement, June**
- **Nurse Practitioner to start, June**
- **MD to start, August**
- **Dr. Hattaway assigned to 65 +**

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■ **Clinic Updates**

■ **Women's Health Clinic:**

- **Ms. Ferreira to WH**

- **Priority is AD AF uncomplicated OB**

■ **Physical Therapy**

- **Staff transition 1 April**

- **CPT McDonald will replace Dr. Spataro**

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McChord Medical Clinic

■ Pharmacy Services:

■ TRICARE co-payment increases

	Retail 30-day Supply	Express Scripts Home Delivery 90-day Supply	Military Pharmacy 90-day Supply
Generic	\$8	\$0	\$0
Brand Name	\$20	\$16	\$0
Non-formulary	\$47	\$46	Non-formulary drugs are no longer available in military pharmacies. Beneficiaries are encouraged to call their PCM to see if the non-formulary drug is in stock.

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McChord Medical Clinic



mamc.amedd.army.mil



Easy online refill
-Select McChord or other locations
-Check status
-Print receipt

We strive to be your pharmacy of choice!



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Prescription Refills

Access to Care

Emergency Care

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Locations

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[McChord Clinic](#)

[Okubo Clinic](#)

[Puyallup Clinic](#)

[South Sound Clinic](#)

[Winder Clinic](#)

Patient Advocacy

Phone Numbers

Directory Assistance
(253) 968-1110

Nurse Advice Line
(800) TRICARE (874-2273)
Option 1

Appointment Line
(800) 404-4506

Pharmacy Refill
(253) 968-2999

Patient Advocacy
(253) 968-1148

Public Affairs
(253) 968-1901

Prescription Refills

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. If you have any questions or concerns about the use of this system or wish to view the IS user agreement, please contact your site's Web Master.

Please complete all of the form steps to obtain prescription information. First select the type of prescription processing, then enter the Social Security Number information. Next, specify up to 10 prescriptions which you would like to refill. Then, select the pharmacy where you would like to pick up your medications. Finally, click on the **"Send this Request"** button to submit your request.

Step 1

Select a prescription option

☐ Prescription Status ☒ Refill Prescription

Step 2

Please enter the last four digits of your sponsor's social security number

Step 3

Please enter only the numeric portion of your prescription number

Prescription #1

If you have more than one prescription to refill, use the additional 9 locations below.

Rx #2	<input type="text"/>	Rx #3	<input type="text"/>	Rx #4	<input type="text"/>
Rx #5	<input type="text"/>	Rx #6	<input type="text"/>	Rx #7	<input type="text"/>
Rx #8	<input type="text"/>	Rx #9	<input type="text"/>	Rx #10	<input type="text"/>

If you have more prescriptions to refill, return to this page and enter the remainder of your prescriptions.

Step 4

Pharmacy Location

(Select a Pickup Location)

Step 5

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McChord Medical Clinic

How can YOU help your clinic?

- **Stay connected**
 - **TRICARE ONLINE to book/cancel appointments**
 - **Secure Messaging instead of face to face appt**
- **Decrease UCC visits-Nurse Advice Line (NAL) or your PCMH Team nurse for phone advice**
- **Complete your Army Provider Level Satisfaction Survey**
- **Complete your routine health care maintenance (mammogram, colonoscopy, Hemoglobin A1C, etc)**
- **Cancel your appointment if you cannot make it**

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McChord Dental Clinic



Barry S. Wood, SSGT, USAF

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McChord Dental Clinic

- **Exam/Cleaning:** Mandatory once a year to keep you world-wide qualified.
- **All non-emergency call for appt**
- **Sick Call:** Call 982-5505 or walk in at 0730 to be triaged.
- **After hour emergency:** Go to the ER at Madigan.
- **Deployment Exams**
 - Call 982-5505
 - Last minute deployer – walk-in (may have to wait for Space-A)
- **Dependents:** Register with MetLife Dental Insurance at <http://militaryoneclick.com/metlife/> or Metlife.com
- **Retirees:** Tricare Retiree Dental Program. www.trdp.org



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62 MDS/Airman's Clinic

George O. Ogwela, 1st Lt, USAF

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62 MDS/Airman's Clinic

Airman's Clinic Enrollment

Providers / Specialty	
Lt Col Craig-Gray	Flight Med/MD (-)
Lt Col Krueger	Flight Med/MD (-)
Maj Chang	Flight Med/MD
Maj MacLean	Flight Med/MD
Maj Nielson	Flight Med/PA (-)
Lt Col Kim	Family Med/MD
1Lt Joule	Family Med/PA
Lt Col Gervais	Family Med/MD

Total Enrollment	
Flt Med	1391
Family Med	2281
Total	3672

As of 03/20/2015

- General Clinic Updates
 - Reminders:
 - 62 MDS closed at noon 2nd Thursday of month for training
 - Next Training Day: 9 April 2015
 - Wingman day 21 May 2015
 - Closed every Thursday at 1530 for PT

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62 MDS/Airman's Clinic

Jacqueline McAuley, Lt Col, USAF, NC
Senior Nurse/Operational Med Flt/CC

Kanisha Carson, MSgt, USAF
Operational Med Flt Chief

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62 MDS/Airman's Clinic

- **Appointments**
 - **Tricare Regional Appt Center (TRAC) 1-800-404-4506**
 - **Mon thru Fri 0600-2000; Sat/Sun 0700-1530**
 - **MiCare – Request follow-up appointments**
 - **Nurse Advice Line (NAL) – RN triage for same day appointment @ appropriate level (clinic/urgent care/ER) vs. Home Care instructions**
 - **1-800-TRICARE (1-800-874-2273), option 1**
 - **Online scheduling @ <https://www.tricareonline.com>**

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[? Help Center](#) [-AA+](#)

Access TRICARE Online using one of the methods below

DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)

[Forgot DS Logon Password?](#)

Login

CAC ?

Common Access Card



Login

DFAS myPay PIN ?

Defense Finance and
Accounting Service

[Forgot DFAS MyPay Login Id?](#)

[Forgot DFAS MyPay Password?](#)

Login

Need a DS LOGON?

[Register](#) ?

Have a DS LOGON activation letter?

[Activate](#) ?

Need to upgrade your DS LOGON?

[Upgrade](#) ?

Need to manage your logon profile settings?

[Manage](#) ?



Phishing Alert: We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.


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62 MDS/Airman's Clinic









Feedback | [Contact Us](#) | [Log Out](#)

Welcome, Jacqueline

Your military health care facility is **62nd Med Squad-McChord**
Your health care clinic is **being retrieved**
Your Primary Care Manager (PCM) is **being retrieved**
Your family sponsor is **Jacqueline McAuley**


Today's Date: Thursday, 12 Mar 2015 Last Login: 01 Mar 2015 11:15

 **Appointments**  **Blue Button**  **Rx Refill**  **Profile** 

Refill

Status


TRICARE Mail Order Pharmacy





Watch this quick tutorial to see how to navigate TRICARE Online. This video gives TRICARE beneficiaries an overview on the presentation, menu options, and how to navigate the TRICARE Online website.


[Click here](#) to view the video and see how TRICARE Online provides quick, easy healthcare access.


Note: Patient and Provider data presented within this video is test data intended for demonstration purposes only. It does not represent actual patients or providers.


 **Appointments**
Make, change, view past and future, and cancel military hospital or clinic appointments. Schedule email and/or text appointment reminders to include earlier appointment notifications. Act on behalf of yourself and your family members.


 **Blue Button**
Securely view, print, or download your lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations, and vital sign data. Download your personal health data to PDF, text, or XML-formatted continuity of care document (CCD).


 **Rx Refill**
Refill one or more prescriptions for military hospital or clinic pick-up. Check the status of your prescription. Link to the TRICARE Mail Order Pharmacy (TMOP) to schedule home delivery. Act on behalf of yourself and your family members.

 **Profile**
Manage your account to include appointment notification and appointment reminder settings. View and change the MTF location for yourself and your family members. The list of family members is managed by DEERS.

 **Resources**
Access TOL educational brochures with step-by-step instructions on how to use the capabilities within TOL, TRICARE.mil resources with benefits information, DoD and VA health services, and other general health and wellness resources.

 **Service Separation**
Access medical information and services designed for Service members separating from active duty or the reserves. Information includes how to file a pre-separation claim, schedule your Separation History and Physical Examination (SHPE), and more.

 **Secure Messaging**
Access Secure Messaging to communicate securely with your health care team. Use the links provided by TOL to access your associated Patient-Centered Medical Home (PCMH) website, using your PCMH id and password to login.

 **Nurse Advice Line**
Call the Nurse Advice Line at 1-800-TRICARE (Option 1) and speak to a registered nurse day or night. Ask questions, get health care advice, or find out if you should get care.

Quick Links
Access external links for TRICARE Claim submission and Information, TRICARE Plans, and Manage Your Account. External links will open in a new browser.

Claims and Information

TRICARE Plans

Manage Your Account


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62 MDS/Airman's Clinic

[Feedback](#) | [Contact Us](#) | [Log Out](#)Welcome, Jacqueline

Your military health care facility is **62nd Med Squad-McChord**
Your health care clinic is **MCC AIRMAN CLINIC**
Your Primary Care Manager (PCM) is **KIM,WAYNE W**
Your family sponsor is **Jacqueline McAuley**

**Appointments****Blue Button****Rx Refill****Profile**

[View Future](#) [Make](#) [Change](#) [Cancel](#) [View Past](#)

**Notice:** This site should not be used for emergency medical conditions.
In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

Make New Appointment

Step

1

Who, What, Where

2

When

3

Confirm

For: **Jacqueline McAuley**

☒ Primary Care Manager (PCM) Appointments
☐ Self-Referral Appointments
☐ Patient Education Classes Appointments

Type: **Request Appointment Beyond Next 24 Hours**

Facility: **62nd Med Squad-McChord**

Clinic: **MCC AIRMAN CLINIC**

Provider: **KIM,WAYNE W**

MTF Site Messages

Definitions

Instructions

MTF Message for 62nd Med Squad-McChord

****MCCHORD MEDICAL CENTER****
Guidelines for booking your appointment online

"Request Appointment **WITHIN 24 Hours**" is a 20 minute appointment for new, urgent (non-emergency) health care problems that **REQUIRE** treatment within 24 hours - Please do **NOT** book physicals or evaluation requests into

[Cancel](#) [<<Back](#) [Next>>](#)

* Required field

Future Appointments

Date	Time	Name	Facility	Clinic	Provider
------	------	------	----------	--------	----------

Announcements

Disclaimers

Privacy & Security Policy

Accessibility/Section 508

Site Map

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62 MDS/Airman's Clinic

- **Quarters Status**
 - **Commander or Supervisor – may allow AD members to stay home 24 hours (formal quarters not necessary)**
 - Per AFI 41-210, *TRICARE Operations and Patient Administration Functions*, 4.14. Quarters Status
 - **Member may call the clinic or the NAL to speak with a nurse about their symptoms**
- **Clinic Walk-In Services (Hours 0800-1130; 1300-1530)**
 - NO Walk-In Sick Call – by appointment only**
 - *RTFS/RTCS
 - *Pregnancy Testing
 - *Suture/Staple Removal
 - *Recurrent Injections – Depo-Provera, Vitamin B12, etc.
 - *Blood Pressure Checks: Provider Directed Only
 - *Sore (Strep) Throat
 - *Wart Treatments
 - *Fitness Test Illness/Injury**

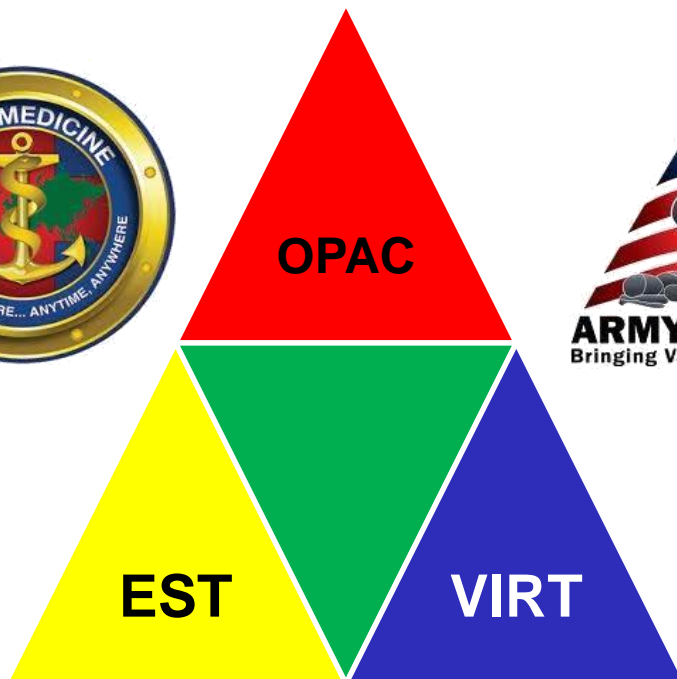
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62 MDS/Airman's Clinic



New Clinic Process ~May 2015

“Simplified Appointing”

- 75% of all available appts will be same day (OPAC)
 - 25% of appts are bookable as “future appt” (EST)
- Allots scheduled time for virtual appt (VIRT)

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McChord Health Promotion



Dr. Knutson, Danielle O CIV USARMY MEDCOM MAMC (US)

The Role of **Communities** IN PROMOTING **HEALTHY EATING**

IMAGES
Food images in the environment
stimulate the desire to eat



LOWER PRICES
Children with access to lower fruit and vegetable prices are
significantly less likely to have increased BMI over time

HIGH PROXIMITY

High proximity to grocery stores has been significantly associated with

lower rates of overweight and obesity

**Fast & Quick
SUPERMARKET**

PLANNED
Over

50%
of supermarket purchases are unplanned, with

67%
of those purchases due to retail displays and manufacturing factors



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FY 15 HEALTH PROMOTION



- **McChord Health Promotion is located in Building 726 Fitness Center Annex**
- **USAF Health Promotion including McChord Health Promotion is undergoing transformational change. Beginning FY2015, the 62 MDS MTF is programmed to have a single Health Promotion Coordinator. The Health Promotion Coordinator here at McChord is Dr. Danielle Knutson who is the current supervisor for Health Promotion Operations.**
- **Dietitian position, and exercise physiologist (EP) position have been cut for FY 15. Individuals can self-refer to Madigan Nutrition Clinic by calling 968-0547 for weight management and sports nutrition.**
- **The Exercise Physiologist will remain until Civilian Personnel relocate him into a new position.**

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FY 15 HEALTH PROMOTION



- **McChord Health Promotion will continue group weight reduction interventions (Better Bodies Better Lives), and tobacco cessation counseling will be provided in group-based formats.**
- ***Policy/environmental changes have broadest reach and are most cost-effective interventions:*** Highest long-term yield will result from implementing evidence-based interventions that are population-based, high-reach, and low-cost; i.e. policy/systems/environmental changes that promote ***“Culture of Health”***.
- **HQ SG staff partnering with AF/A1 staff has developed a standardized online training for PTLs leading group PT which emphasizes safety; will end aerobic and strength intervention options for fitness failures.**

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For Official Use Only (For Internal Use Only)



Physical Training Leader – Advanced (PTL-A) Communication Guidance Card

4 Mar 2015 • When in doubt, call Ms. Deena Ellin, AF/SG Fitness Consultant,
Air Force Space Command, DSN 692-7753

Note To Leadership:

Physical Training Leader – Advanced (PTL-A) is the AF training program that certifies unit PTL-As to lead Commander-directed and approved unit Physical Training (PT) sessions IAW AFI 36-2905. Commanders execute and enforce the unit fitness program. Unit PT sessions will encourage members to participate in physical fitness up to 90 minutes, 3-5 times per week consistent with mission requirements.

Key Messages:

- *Air Force is committed to promoting SAFE and EFFECTIVE physical activity*
- *PTL-A training video (11 min.) is available via [ADLS Gateway – AETC](#)*
- *Benefits of training video: Science-based, Standardized, Efficient, Flexible*
- *PTL-A training video is mandatory for PTLs leading unit PT, but **ALL** Airmen are encouraged to accomplish this training*
- *PTL-A certification **DOES NOT** equate to being a personal fitness trainer*
- *Commanders encouraged to schedule or authorize physical fitness training during duty day*

Background Information:

- PTL-A training video emphasizes fundamentals of leading safe/effective unit PT and mitigating risk
- Unit PTL-As must be certified to lead unit PT sessions (AFI 36-2905)
- Training video is accompanied by training guide and list of resources
- Unit Fitness Program Manager (UFPM) tracks Unit PTL-A certification
- MDG/CCs: must plan/program/budget PTL-A training IAW AFI 36-2905
- Exercise Physiologist (EP) positions no longer programmed; responsibility for PTL-A training transitions to AF/A1 with revised AFI 36-2905
- SG/A1 ad hoc working group proposed/developed PTL-A training video
- AF/SG Fitness Consultant, AFSPC/PA developed video – no outside costs
- Training video provides PTL-A training at AF bases and GSUs without EP

What Leaders at All Levels Can Do:

- Implement Unit PT to enhance the fitness of all Airmen
- Encourage regular, year-round PT and healthy eating
- Promote dietary supplement safety - encourage Airmen to be informed, responsible users if using supplements ([Operation Supplement Safety](#))

Leaders Should Reinforce Avoiding:

- Fad diets and fitness regimens – not supported by nutrition and exercise science
- Cramming for AF Fitness Assessment – increases risk of injuries
- Extreme Conditioning Programs for those not ready – can lead to musculoskeletal injury, acute exertional rhabdomyolysis
- Rapid weight loss programs – recommended weight loss is 1.0-1.5# per week; beyond that, likely losing water, not fat

Fitness Resources:

[Air Force Fit For Duty](#)
[Navy Operational Fitness & Fueling System](#) (NOFFS)
[Marine Corps High Intensity Tactical Training](#) (HITT)
[Army Physical Readiness Training](#) (PRT)





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BE WELL Update

- **BEWELL class options are taken to meet AFI requirement for Airmen who do not pass FT**
- **There are 5 options available to meet AFI mandatory requirement for Airmen Not Passing (NP) FT:**
 1. **On Line BE WELL Class**
<https://golearn.csd.disa.mil/kc/login/login.asp>
 2. **BE WELL Nutrition class, for Abdominal NP**
 3. **BE WELL Strength class, for strength NP**
 4. **BE WELL Cardio class, for Walk or Run NP**
 5. **Military One Source <http://www.militaryonesource.mil/>**
- **McChord Health Promotion currently offering BE WELL options 2, 3 and 4 bi-weekly**

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TRICARE



Eisfeldt, Pamela L CTR (US)

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TRICARE[®]

Your Military Health Plan

Other Important Information

Updated November 2014



TRICARE is a registered trademark of the Department of Defense,
Defense Health Agency. All Rights Reserved.

Other Important Information

Accessing TRICARE Correspondence on milConnect

- You will now get benefit notifications from the Defense Manpower Data Center by e-mail instead of postal mail.
- Your e-mail notifications will direct you to milConnect where you can securely access your personal information.
- If you do not have an e-mail address on file or if you opt out, you will receive a postcard in the mail directing you to milConnect when benefit changes occur.



Other Important Information

TRICARE and Other Health Insurance

- Other health insurance (OHI) (*includes national health insurance overseas*) is considered your primary health insurance.
- TRICARE is the last payer to all other health benefits and insurance plans except for Medicaid, TRICARE supplements, the Indian Health Service, and other programs and plans as identified by the Defense Health Agency.
- If you have OHI:
 - Fill out and submit your regional contractor's *TRICARE Other Health Insurance Questionnaire* at **www.tricare.mil/forms**.
 - Follow your OHI's rules for prior authorizations and filing claims.
 - Tell your provider about your OHI and TRICARE.
 - Show your provider your OHI card.



Other Important Information

Annual Catastrophic Cap

- The maximum out-of-pocket amount an individual or family pays each fiscal year (FY) (*October 1–September 30*) for TRICARE-covered services
- Applies to all covered services, including annual deductibles, pharmacy copayments, TRICARE Prime enrollment fees, and other cost-shares, based on TRICARE-allowable charges
- **Active duty family members and TRICARE Reserve Select members:** \$1,000 per family, per FY
- **Retirees, their families, TRICARE Retired Reserve members, and all others:** \$3,000 per family, per FY
- You are not responsible for any amounts above the catastrophic cap in a given FY, except for services that are not covered, point-of-service charges, and the additional 15 percent that nonparticipating providers may charge above the TRICARE-allowable charge.



Other Important Information

Operation Live Well

Operation Live Well provides resources to guide your health journey at www.health.mil/livewell. The initiative's focus areas include:

- **Integrative Wellness:** Information on DoD's approach to the mind/body connection
- **Physical Activity:** Tips for increasing your activity level and information about the benefits of exercise
- **Sleep:** Guidelines and tips for getting enough rest to reduce stress and achieve your best possible mental health
- **Nutrition:** Healthy recipes and information on the benefits of eating well
- **Tobacco-Free Living:** Educational materials, quitlines, counseling services and information about TRICARE-covered tobacco-cessation products
- **Mental Wellness:** Tips for coping with stress and developing skills to help maximize your mental and emotional health



Other Important Information

Social Security Number Reduction

- In an effort to protect the privacy of TRICARE beneficiaries, the Department of Defense is removing Social Security numbers (SSNs) from military identification (ID) cards, including the Common Access Card.
- Your new ID card will have one or both of the following:
 - A 10-digit DoD ID number
 - An 11-digit DoD Benefits Number (DBN) (*printed on the back of the card*), if you are eligible for DoD benefits
- You will not need a new ID card until your old card expires. For more information, visit **www.tricare.mil/ssn**.

Note: The DoD ID number that appears on the front of the ID card should **not** be used when filing claims.



Other Important Information

Reporting Suspected Fraud and Abuse

- **Stateside:** Report suspected fraud and abuse to your regional contractor. You can also report issues directly to TRICARE at **www.tricare.mil/fraud**.
- **Overseas:** Report suspected fraud and abuse to the TRICARE Overseas Program regional contractor. You can also e-mail **TOPProgramIntegrity@internationalosos.com** or visit **www.tricare.mil/fraud**.
- **Pharmacy:** Contact Express Scripts, Inc. at **+1-800-332-5455**, ext. **367079** or e-mail **TRICAREfraudtip@express-scripts.com** to report fraud and abuse regarding the TRICARE Pharmacy Program.



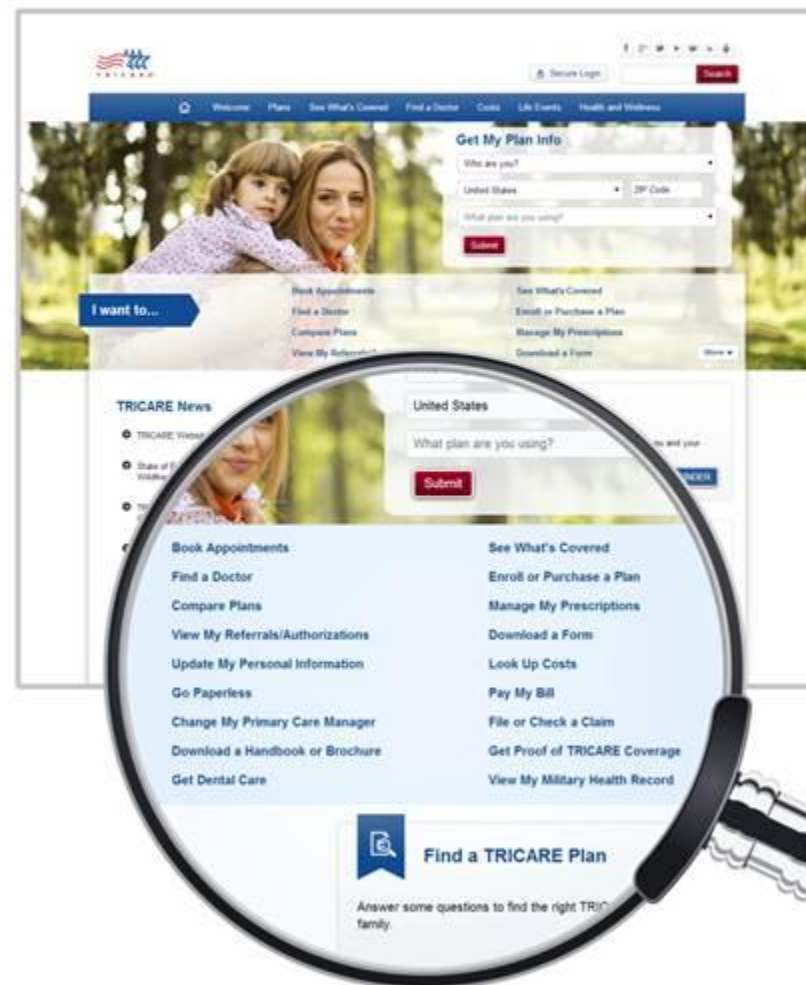
Other Important Information

TRICARE Self-Service Options Online

Easily manage benefits at home or on the go via secure Web sites. On **www.tricare.mil**, the “I want to ...” section allows you to:

- Enroll in or purchase a plan
- File or check a claim
- View referrals and prior authorizations
- Find a doctor

... and **much more!**





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Clinic Resources

■ Appointments

- TRICARE Regional Appt Center (TRAC)
or TRICARE On-Line

800-404-4506

<https://www.tricareonline.com>

■ Services

- McChord Clinic Line (connect w/services below) 982-CARE (2273)
- Patient Advocacy Airman's Clinic 982-9846 McChord Clinic 982-8696
- United Healthcare Mil & Vets 877-988-WEST (9378) or <http://www.uhcmilitarywest.com>
- Pharmacy Central 982-2458/Refills 968-6699
- Radiology (plain X-rays only, other Diag Imaging @ MAMC) 982-2361
- Lab 982-2073
- Exceptional Family Member Program (EFMP) 982-3350
- Recovery Care Coordinator (RCC) 982-8580
- Medical Evaluation Board 982-4931/8704
- Behavioral Health 982-3684
- Nurse Advice Line 1-800-TRICARE (874-2273)

Websites (Sharepoint)

- TRICARE "I Want To ... " www.tricare.mil
- MiCare Secure Messaging www.relayhealth.com
- Benefits Correspondence/ DEERS Updates 800-538-9552 or <http://milconnect.dmdc.mil>

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Open Forum



**The next Healthcare Council is scheduled for 23 June 2015 @ 0800-0930 in the 446 AMDS Auditorium, Bldg. 691 (next to the McChord Clinic)
POC 253-982-2304(Lt George Ogwela, OIC Patient Admin Element/GPM)**

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